

FOOD STANDARDS SCOTLAND

**SIX MONTHLY OUTCOMES REPORT
30 SEPTEMBER 2017**



Scottish Government (SG) Purpose	To focus Government and public services on creating a more successful country, with opportunities for all of Scotland to flourish through increasing sustainable economic growth						
FSS vision	To create a food and drink environment in Scotland that benefits, protects and is trusted by consumers						
SG Outcomes FSS map to	We live longer healthier lives	Our children have the best start in life and are ready to succeed	We have tackled the significant inequalities in Scottish society	We realise our full economic potential with more and better opportunities for our people	We live in a Scotland that is the most attractive place for doing business in Europe	We reduce the local and global environmental impact of our consumption and production	Our public services are high quality, continually improving, efficient and responsive to local people's needs
FSS outcomes	Food is safe	Food is authentic	Consumers have healthier diets	Responsible food businesses flourish	FSS is a trusted organisation	FSS is efficient and effective	
What that means for us	<p>Food is safe</p> <p>Food and Drink Businesses should not sell food in Scotland which is unsafe.</p> <p>Scottish Consumers should expect that food and drink cannot cause harm.</p>	<p>Food is Authentic</p> <p>Information provided about food and drink is true.</p> <p>Food and Drink Businesses are responsible for the information they provide (to consumers).</p>	<p>Consumers have healthier diets</p> <p>Scottish Consumers eat a healthy (balanced) diet.</p> <p>The Scottish food and drink environment supports a healthy balanced diet.</p> <p>Scottish consumers want/demand a healthy balanced diet.</p>	<p>Responsible food businesses flourish</p> <p>Food businesses only provide safe food.</p> <p>Irresponsible food businesses are held to account.</p>	<p>FSS is a trusted organisation</p> <p>Scottish consumers trust/listen act on our advice.</p> <p>SG/Businesses/stakeholders trust/listen act on our advice.</p> <p>Staff are proud to work for FSS.</p> <p>All our advice is trusted.</p>	<p>FSS is efficient and effective</p> <p>We will do what we say (and clearly demonstrate this).</p> <p>We make best use of our available resources.</p>	

HOW WE DO IT

What we invest

- A professional and Skilled workforce
- Programme resources to gather science, evidence and information
- Advice, guidance and legislation for food and feed safety, food standards and nutrition.
- Communication (all forms)
- Partnership and relationship building and maintenance with key stakeholders to help delivery
- Training (staff, local authorities and food and feed business operators)

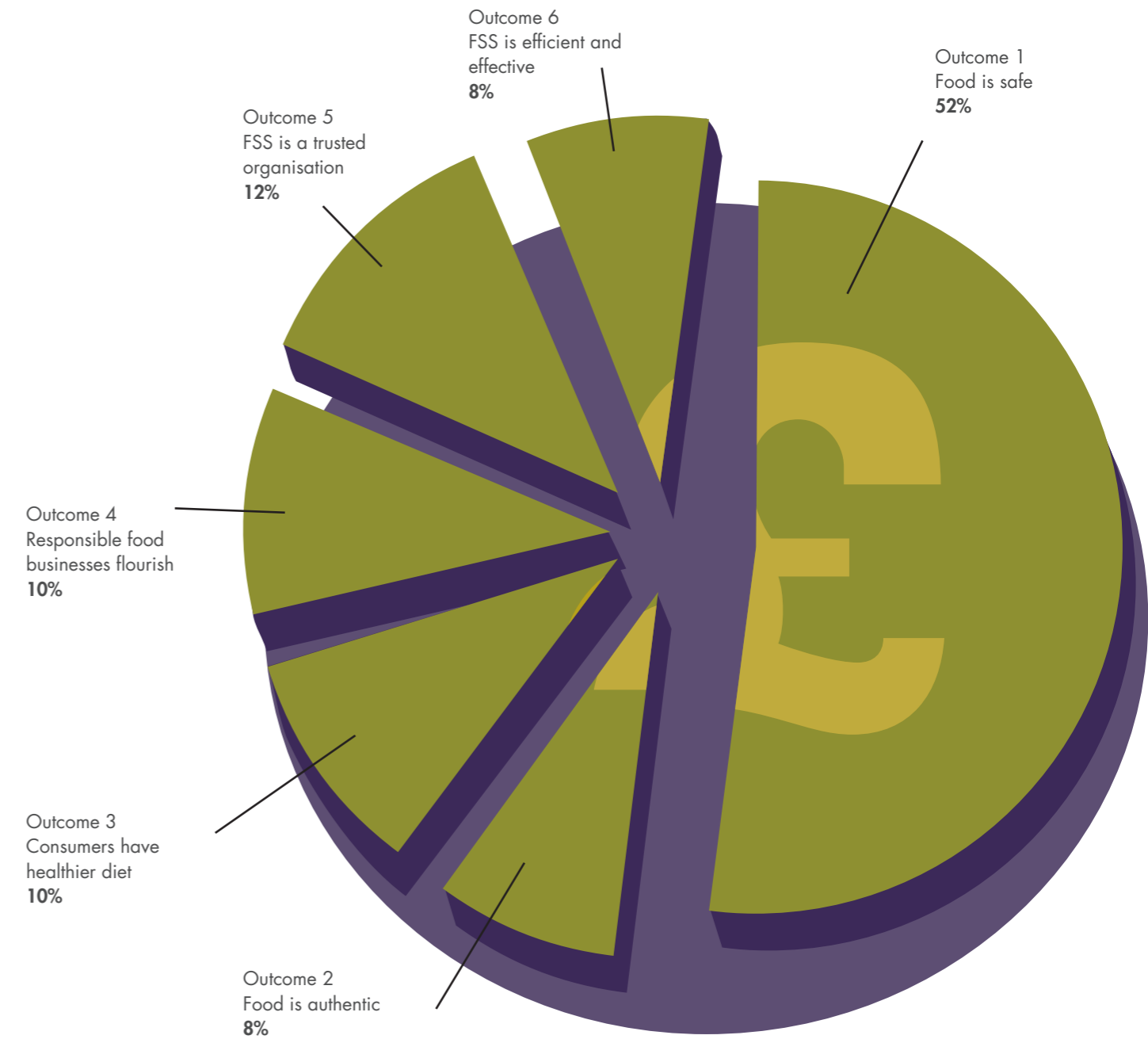
What we do

- Developing, monitoring and providing guidance for food and feed legislation and policies
- Commissioning and managing research
- Providing risk assessment and management
- Providing guidance and advice for consumers
- Discussing and collaborating with our stakeholders for delivery
- Supporting the Scottish food and drink industry
- Developing effective information sharing frameworks with stakeholders and other parts of Government
- Providing improved methods by which consumers or those working within the food, feed and drink sector can report or provide information to us

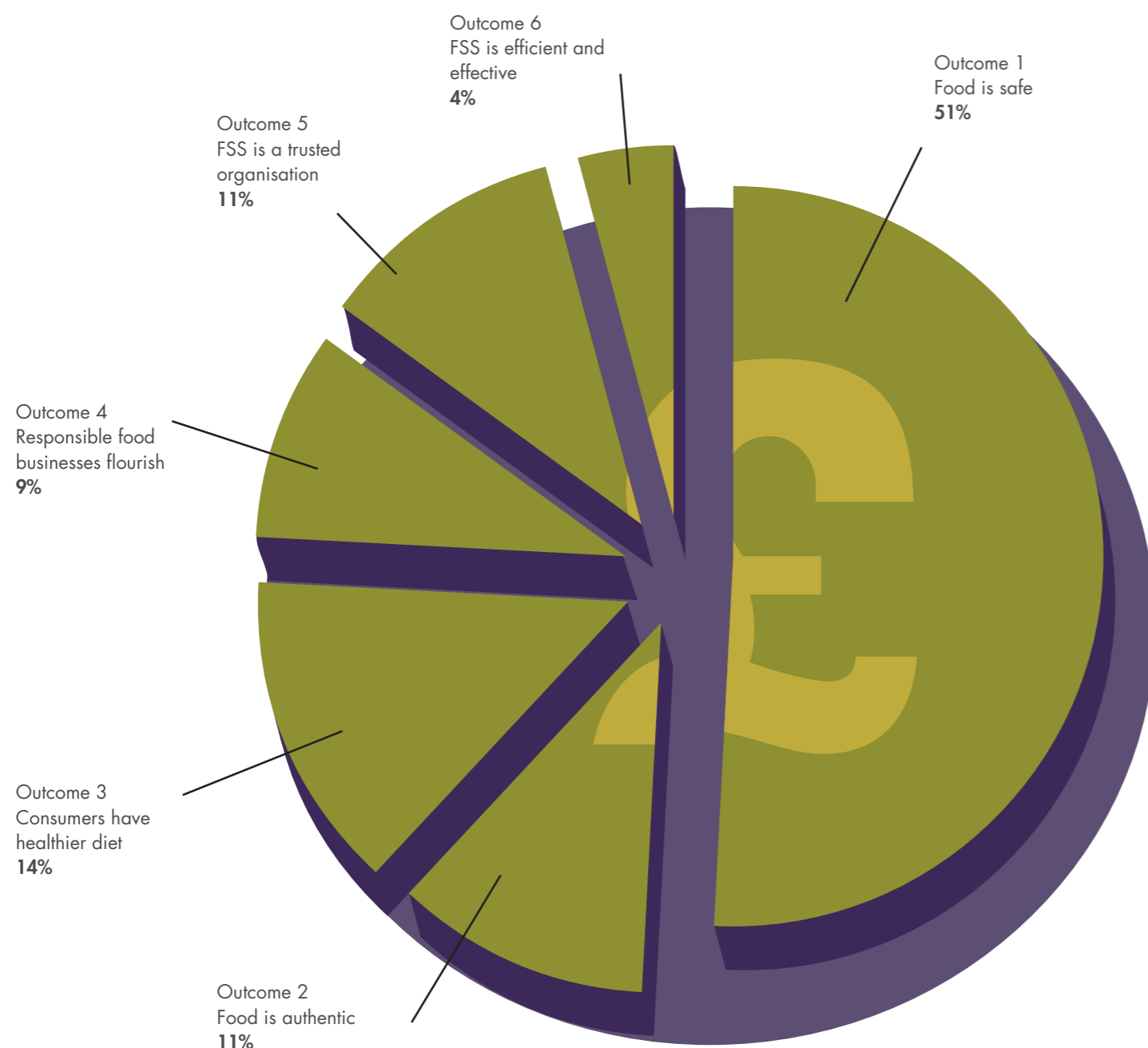
Who we reach and work with

- Consumers
- Government in Scotland, UK and across the EU and worldwide
- Food, feed and drink Industry
- Health Professionals
- Educators
- Academics and researchers
- Consumer groups and charities e.g. Which, Cancer Research UK
- Local Authorities
- Media
- International bodies e.g. WHO, EFSA

PERCENTAGE OF FSS BUDGET FOR 2017/2018



PERCENTAGE OF FSS BUDGET IN 2016/2017



FOOD IS SAFE What does this mean?

- Food placed on the market is compliant with food safety legislation;
- Wherever appropriate, food is supplied with accurate instructions to ensure safe storage and handling; and
- Consumers understand the risks and how to protect themselves and those for whom they prepare food from foodborne illness.

The FSS Board receives further detailed information on progress under this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the consumer tracker report, quarterly and annual incidents reports and regular updates on specific projects and strategies e.g. shellfish review and Campylobacter strategy.

Outcome 1 Food is safe	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Number of reported human cases of Campylobacter ¹	6264	5296 ↓	3527 ↑	
Percentage and numbers of incidents in Scotland handled by FSS that were Microbiological, Biotoxin and allergen food safety incidents ²	71% (109/154)	50% (52/104) ↑	38% (34/89) ↓	
Percentage and numbers of incidents where food businesses had poor or insufficient food safety controls ²	12% (18/154)	16% (17/104) ↑	4% (3/89) ↓	
Percentage of consumers aware of FSS remit to ensure that food in Scotland is safe to eat ⁴	36%	37% ↑ 44%	44% ↔	

¹ Data from Health Protection Scotland <http://www.hps.scot.nhs.uk/giz/surveillancesystems.aspx>, ² Data from FSS annual report, ⁴ Data from FSS consumer bi annual tracker surveys

Campylobacter data

The data provided from Health Protection Scotland (HPS) is of annual positive laboratory reports of Campylobacter in Scotland. The annual number of outbreaks of Infectious Intestinal Disease (IID) in Scotland are also collected HPS through the surveillance of all general outbreaks of infectious intestinal disease in Scotland. Data is used to inform public health policy and contributes to surveillance on a wider level by providing data to the world health organisation (WHO). The downward trend in the number of reported human cases of Campylobacter has not been sustained with a 13% increase in Campylobacter cases reported to HPS between 3 April and 29 Sep 2017 compared with the same period in 2016.

Annual Incident data

A food incident is where concerns about actual or suspected threats to the safety or quality of food require intervention to protect consumers. FSS leads on the Government response to food incidents in Scotland, and provides food businesses with advice on how to report, respond to, and prevent an incident, as well as carrying out monitoring and planning work. The annual incidents are specifically related to Scotland. In 16/17 FSS changed reporting of Biotoxin incidents in 2016-2017 to not record every biotoxin positive and only to record if the product had gone on market, which is why there was a drop in the number and percentage of food safety incident's between 15/16 and 16/17. In the first half of 17/18 there has been a continued drop in the number of food safety incidents.

FSS consumer bi-annual tracker surveys

Food in Scotland Consumer Tracking Survey is a monitor of Scotland's attitudes, behaviours and knowledge in relation to food. The survey is undertaken biannually by an independent research agency, Kantar TNS, and comprises a set of consistent questions at each wave on the FSS brand with two alternating modules: (1) food safety and authenticity and (2) diet and nutrition. 1000 adults aged 16+ in Scotland were interviewed:

- between 8 and 15 December 2015 for wave one.
- between 28 June and 6 July 2016 for wave two.
- between 8 and 21 December 2016 for wave three.

Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time. Consumer rating of FSS ensuring food is safe to eat has grown steadily in rating over 2015-2017 but has started to plateau in 2018.

FOOD IS AUTHENTIC What does this mean?

- Food is of the nature, substance and quality as described by the supplier; and
- Consumers have confidence that food information is accurate and clear.

The FSS Board receives further detailed information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the annual UK food surveillance report, the consumer tracker report, quarterly and annual incidents report and regular updates on specific projects and strategies e.g. FSS Food surveillance strategy.

Outcome 2 Food is Authentic	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage and number of incidents related to Food Fraud ²	5% (8/154)	2% (2/104) ↓	0% (0/89) ↓	
Percentage of unsatisfactory samples (total number of food samples brackets) tested by Local Authorities for food safety and food authenticity recorded on the UK Food Surveillance System ⁵	5.8% (9,507)	7.3% (8,713) ↑	4.35% (3,013) ↓	
Percentage of consumers who are concerned that food is not what it says on the label ⁴	79%	78% 74% ↓	Annual update	

² Data from FSS annual report, ⁴ Data from FSS consumer bi annual tracker surveys, ⁵ Data recorded on the UK Food Surveillance System database currently covers 30 out of the 32 LAs in Scotland

Annual Incident data

A food incident is where concerns about actual or suspected threats to the safety or quality of food require intervention to protect consumers. FSS leads on the Government response to food incidents in Scotland, and provides businesses with advice on how to report, respond to and prevent an incident, as well as carrying out monitoring and planning work. The annual incidents are specifically related to Scotland. In 16/17 FSS changed reporting of Biotoxin incidents in 2016-2017 to not record every biotoxin positive and only to record if the product had gone on market, which is why there was a drop in the number and percentage of incident's between 15/16 and 16/17. Operational data is also collected on country of origin labelling and cattle identification compliance with legislation.

UK Food Surveillance System database

This database currently records data from 30 of the 32 Scottish Local Authorities on the number of food samples taken for analysis. The results of food sampling undertaken to assess compliance with EU regulations or non-statutory guidelines are shown in the table below. Samples are defined as unsatisfactory if they breach legislative standards or guideline values. Unsatisfactory results relate to samples which have failed for a wide range of criteria including those which could present a potential food safety risk, as well as those which are indicative of a failure in the food production process. There was an increase in unsatisfactory results in 16/17 despite a fall in overall samples was due to more samples classed unsatisfactory for chemical, substitution and other (covers a range of determinations including labelling inaccuracies and consumer food complaints) factors. In the first half of 17/18 there has been a drop in the number of samples classified as unsatisfactory for food safety and food authenticity.

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Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time. In 2016-17 the number of consumers concerned about food not being as declared on the label has fallen slightly.

CONSUMERS HAVE HEALTHIER DIETS

What does this mean?

- Dietary choices of the Scottish population change towards meeting the recommended dietary balance and the Scottish Dietary Goals (SDGs).

The FSS Board receives further detailed information on progress on this outcome through the FSS annual report, the consumer tracker report, the annual Diet and Nutrition report and regular updates on specific projects and strategies e.g. Folic Acid.

Outcome 3 Consumers have healthier Diets	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage of consumers who know that they need to do something to eat more healthily ⁴	51%	56% 61%	↑	58% ↓
Percentage of parents who are concerned about the types of food that their children are eating ⁴	45%	51% 55%	↑	52% ↓
Numbers of senior management meetings with Ministers, food and drink companies and relevant bodies, government officials, NHS Health Scotland, Public Health England, health professionals, consumer bodies and charities to influence public health policy and raise awareness to improve the health of consumers.	77	98	↑	28

⁴ Data from FSS consumer bi annual tracker surveys

FSS consumer bi-annual tracker surveys

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Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time. Consumer awareness of needing to eat more healthily and of parents concerned about what their children are eating has increased significantly in 2016-17 compared to the 2015 baseline and in the first half of 2017-18 the trend has declined slightly.

RESPONSIBLE BUSINESSES FLOURISH

What does this mean?

- Food businesses that operate responsibly and do things that benefit consumers' interests benefit from risk-based and proportionate regulation that enables them to flourish, whilst effective and dissuasive action is taken with those businesses who do not step up to their responsibilities to consumers.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the annual UK food surveillance report, the consumer tracker report, quarterly and annual incidents report and regular updates on specific projects and strategies e.g. Food Hygiene information scheme and the Scottish National Database project.

Outcome 4 Responsible food businesses flourish	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Number of formal enforcement notices issued to FSS approved establishments	47	32 ↓	65 ↑	
Percentage and number of passes for Food Hygiene Information Scheme (FHIS) listed businesses ²	91% (45,768)	92% ↑	92% ↔	
Number of written warnings issued to meat food businesses ³	238	266 ↑	212 ↑	
Percentage of consumers who have used a food hygiene information scheme to check hygiene standards ⁴	26%	30% ↑	Annual update	

² Data from FSS annual report, ³ Data from FSS business performance reporting, ⁴ Data from FSS consumer bi annual tracker surveys

Formal enforcement notices

Where the meat FBO has not complied with previous verbal and/or written advice, we may seek compliance by serving a formal statutory notice. Such notices will specify the grounds for believing the FBO is failing to comply with the legislation, the precise nature of the alleged contravention, the measures to be taken to secure compliance or works to an equivalent effect, any time scales if appropriate and the appeal provisions available under the legislation. In 2016-17 the number of enforcement notices to FSS approved establishments reduced. It is too early to place any significant interpretation on this although it may reflect an improvement in compliance in that FBOs take action prior to formal action being taken or becoming generally more compliant so that formal action was not required.

Food Hygiene information Scheme (FHIS)

The scheme applies to all food outlets that supply food to consumers. Each food outlet is asked to display a certificate (and/or at the end of March 2017, there were 47,470 food businesses listed on the Food Hygiene Information Scheme, with an average pass rate across all Local Authority areas of 92%. Our consumer attitudes tracker shows that consumer awareness of FHIS has increased to 55% over the past year, and that 30% of people have used a food hygiene information scheme when eating out. We also know that in 16/17 there have been 16,154 visits to FHIS webpages and 11,553 database searches. In the first half of 17/18 the average pass rate across local authorities has remained stable at 92%.

Annual written warnings to Food Businesses

The figures show the numbers of written warnings given by FSS in approved slaughterhouses, game handling establishments and cutting plants in Scotland during 2016/17, compared with those for 2015/16. In 2016-17 the number of written warnings has declined. It is too early to place any significant interpretation on this although it may reflect an improvement in compliance in that FBOs take action prior to formal action being taken or becoming generally more compliant so that formal action was not required. In the first half of 17/18 the number of formal enforcement notices is already higher than the total in 16/17.

FSS consumer bi-annual tracker surveys

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FSS IS A TRUSTED ORGANISATION

What does this mean?

- Consumers in Scotland are aware of FSS and trust it to put them first in relation to food safety, food standards and healthy eating.
- FSS understands the other interests of consumers in relation to food, and leverages influence where appropriate to benefit consumers.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the consumer tracker report, and regular updates on specific projects and strategies e.g. FSS food safety and healthy eating campaigns.

Outcome 5 FSS is a trusted organisation	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage of consumers who are aware of FSS and trust FSS to do its job ⁴	70%	76% ↑	74% ↓	
Percentage of consumers who have rated FSS as 'Excellent', 'Very good' or 'Good' to the statement 'Being the experts when it comes to food safety' ⁴	36%	41% ↑ 47%	48% ↑	
Percentage of consumers who have rated FSS as 'Excellent', 'Very good' or 'Good' to the statement 'Having the necessary expertise to help people in Scotland eat healthily' ⁴	35%	40% ↑ 41%	46% ↑	

⁴ Data from FSS consumer bi annual tracker surveys

FSS consumer bi-annual tracker surveys

Food in Scotland Consumer Tracking Survey is a monitor of Scotland's attitudes, behaviours and knowledge in relation to food. The survey is undertaken biannually by an independent research agency, Kantar TNS, and comprises a set of consistent questions at each wave on the FSS brand with two alternating modules: (1) food safety and authenticity and (2) diet and nutrition. 1000 adults aged 16+ in Scotland were interviewed:

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Each wave uses an online self-completion approach to interview a representative sample of adults in Scotland in terms of gender, age, socio-economic status and region. The data is weighted at each wave on these demographic variables to ensure comparability over time. Consumer rating of FSS as a trusted organisation and in relation to public health (food safety, and diet and nutrition) has grown steadily in rating over 2015-2017. All of the trend data has shown an upward trend significantly from the 2015 baseline data, with the increase slowing down in 17/18.

FSS IS EFFICIENT AND EFFECTIVE

What does this mean?

- We are an organisation of well-motivated and appropriately skilled people committed to carrying out all our duties in a responsible way. Our resources are focussed on doing the right things, and doing them in ways that are most effective for achieving our objectives.

The FSS Board receives further information on progress on this outcome through the FSS annual report, the quarterly performance reporting (including indicators of operational, audit, HR, and health and safety performance), the quarterly finance report and regular updates on specific projects and strategies e.g. reports to the audit and risk committee.

Outcome 6 FSS is efficient and effective	Baseline 2015-16	Year 1 2016-17	Year 2 2017-18	Year 3 2018-19
Percentage efficiency savings Target 3% to be reinvested ²	N/A	1.8%	Annual update	
Employee engagement index from the civil service survey ⁶	62%	63% ↑	Annual update	
Percentage of female staff in FSS ²	39%	55% ↑	44% ↓	

² Data from FSS annual report, ⁴ Data from FSS consumer bi annual tracker surveys, ⁶ Data from Civil Service staff Survey

Efficiency Savings

In 2016/17, we identified financial savings of £276k from across our business in order to reinvest this money in other key parts of our work.

Human Resource (HR) statistics

The Human Resource (HR) statistics are reported as at the end of the 2016/17 reporting year. The composition of FSS staff by age and by gender to provide greater context as to how our workforce is represented. Food Standards Scotland is committed to equality of opportunity for all, and we want everyone who works here to be treated fairly and consistently. We value diversity in our workforce; it brings a range of talents and different perspectives to our work, and rightly should reflect the diversity of our customers. Our gender balance of staff has improved but is still below the civil service average of 54% and the Scottish Government average of 49% of females employed.

An FSS staff people survey was run in February 2015 independently by TNS-BMRB. An overall staff engagement score of 62% was obtained. The 2016 Civil Service People Survey was conducted during October 2016. The overall engagement index for FSS was 63%. This ranks FSS as 25 out of 98 organisations of a similar size (100-399 employees) across the civil service and places the organisation above the civil service average of 59% and just one percentage point above the high performers benchmark for staff engagement.